



**CACCR AO**  
California Association of  
Community College Registrars  
and Admissions Officers

# REGION 9 & 10 WORKSHOP

**FRIDAY, NOVEMBER 7TH**  
Hosted by NORCO COLLEGE

This event is intended for members of Admissions and Records to receive training and updates from regional and state-wide experts. Obtain valuable tools from customer service to understanding state and federal regulations while networking with colleagues in Region 9 and 10. Space is limited and lunch will be provided!

## TOPICS:

- A&R State-wide Updates (*Mia Keeley, CCC Chancellor's Office*)
- Course Repetition & Residency (*Michelle Goldberg, CCC Chancellor's Office*)
- Customer Service 101 & Dealing with Difficult Situations (*Efren Galvan*)
- FERPA Overview (*Victor DeVore*)
- Education Planning Initiative (*Tim Calhoon & David Shippen*)
- OpenCCCAApply Reporting & Updates (*Tim Calhoon & Nate Finney*)
- Transcripts with Credentials & Script-Safe (*Margaret Freeman*)
- VA Regional Updates (*Marc Wilkerson, VA Education Department*)
- Audit Readiness & VA Compliance (*Eric Betancourt & Lizette Tenorio*)
- Nutrition & Healthy Eating Habits (*TBA*)
- Birds of a Feather (*Best practices in areas of Admissions & Records, Evaluations, High School & Middle College Programs, and Veterans Services*)

**RSVP by OCTOBER 17th at**

<https://www.surveymonkey.com/s/QVPGY8T>

**This workshop is FREE for all CACCR AO member institutions!**

Visit [www.caccrao.org](http://www.caccrao.org) to pay your dues. Non-members will be charged \$25.00 per person.  
Personal checks will not be accepted.

For more information and details,  
contact Mark DeAsis, Region 9 & 10 Representative  
951-372-7014 or [mark.deasis@norcollege.edu](mailto:mark.deasis@norcollege.edu)

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